

W-01303A-08-0227
SW-01303A-08-0227



0000089734

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72152

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** John **Last:** Jenkins

Account Name: John & Helena Jenkins

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ **Zip:** [REDACTED]

is:

OCT 15 2008

Utility Company: Arizona - American Sewer Company

DOCKETED BY

MA

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08 MOHAVE WASTEWATER DISTRICT

Received opinion via correspondence from Mr. and Mrs. Jenkins.

Re: W-01303A-08-0227

Thursday, October 09, 2008

Dear Arizona American Water,

I am writing to express my disagreement with the proposed rate increase. Just last year we had an increase of \$10.00. Since we moved into Los Lagos approximately 10 years ago, we were told the sewer rate would decrease after more homes were built. Well, it never happened. Also, we have a terrible sewer odor problem. It smells real bad. We were told to pour diluted bleach down the drains and flush to help alleviate the odor. This offers only a temporary solution and does not correct the real problem. When we lived in California we never had this problem. We had the Gas Company, the Water Company, the builder, etc all come out to check on the problem. They all said it was from the sewer. We hope you can fix this situation. When I called your main office, we were told the sewer gas odor would be eliminated after more houses were built.

I believe there are better ways to balance the budget and with a little creative thinking and hard-line budgeting, we should be able to make up the difference and not increase our rates.

Thank you for your time,

Sincerely,

John & Helena Jenkins

NOTICE THAT WAS MAILED TO CUSTOMER ENCOURING THEM TO WRITE TO THE COMMISSION.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Important Notice! U

Residents of Los Lagos,

Arizona American Water is after more money. They have applied for another \$10.00 per month rate increase. We just had one last year.

When I moved into Los Lagos 10 years ago, I was told the sewer rates would. : decrease after more homes were built. It never happened. I say enough is enough.

We can stop this action if we all contact Arizona Corporation Commission. 1-800-222-7000 and file a complaint. You can also write them:

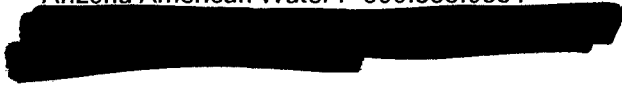
Arizona Corporation Commission
1200 W. Washington, Suite 206
Phoenix, AZ 85007
Attention: Utilities Division/Waste Water District

Mention Document W-01303A-08-0227

You must act NOW, Please call or write today!

Helena Jenkins


NOTICE MAILED TO THE CUSTOMERS OF MOHAVE WASTEWATER DISTRICT

Arizona American Water P 800.383.0834


www.arizonaamwater.com

October 1, 2008

Dear Mohave wastewater district customer:

I am writing to you to explain our recent request to the Arizona Corporation Commission (ACC) to increase the rates we charge for wastewater service in your area. The rate increase request is \$1.24 per day for the typical residential customer, and if approved would take effect late summer 2009.

Why do we need a rate Increase?

The requested rate increase is necessary to pay for the significant improvements being made to your wastewater \$ system to keep it well maintained and in good condition. In addition, there are increases in some operating costs that have increased since our last request for a rate increase which was filed in January 2006.

We understand that no one wants to see their bills go up, especially during these challenging economic times, but the proposed rate increase is necessary to ensure that our system is capable of meeting your existing and future wastewater needs.

ARIZONA CORPORATION COMMISSION

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Approximately, 95% of the requested revenue increase is due to new investment in the local system. Since the previous rate filing, Arizona American Water has invested approximately \$4.5 million in the Mohave wastewater district. These investments primarily include expanding the Wishing Well wastewater treatment plant from a 250,000 gallon to a 500,000 gallon facility.

The majority of the requested additional revenue will cover increases in electricity costs, labor and labor-related expenses.

How much will it cost?

Under the proposed increase, the typical wastewater bill for residential customers in the Mohave wastewater district would increase by about \$1.24 per day from \$49.65 to \$89.10 per month.

This is a large increase, but ultimately the investments funded by the rate increase may save customers money in the long run as a well maintained wastewater system is more efficient and reliable.

Wastewater rates for each of Arizona American's districts are approved by the Arizona Corporation Commission separately and are determined based on the unique cost to serve each district.

Customers will soon receive a required public notice at their service address containing important information about the rate filing. This packet will include the date of the hearing at the ACC, opportunities for public comment and deadlines for case participation.

Arizona American Water will hold a community meeting at Noon on Oct. 9, 2008 at the El Rio Country Club located at One Paseo El Rio Mohave Valley, AZ 86440 to inform customers about the proposed wastewater rate increase. Water professional will be on hand to answer customer's questions and provide information about wastewater rates, customer service and water conservation. Further details on current Mohave wastewater district rates are available at www.arizonaamwater.com under the Customer Service tab.

Thank You,

Jeffery Stuck, Director of Operations, Eastern Division
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/15/08 Letter in writing mailed to Mr. and Mrs Jenkins responding to their letter.

October 15, 2008

Helena Jenkins


RE: ARIZONA AMERICAN WATER COMPANY

Dear John and Helena Jenkins:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

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The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72152

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Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72153

Date: 10/15/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mark

Markowitz

Account Name:

Mark Markowitz

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

AZ

Zip

[REDACTED]

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08 MOHAVE WASTEWATER DISTRICT

Received correspondence from Mr. Markowitz

Brian Markowitz

PROTEST

From: Brian Markowitz

Date: October 10, 2008

Re: Sewer Rate Hike

I believe that Arizona American waters rate hike is totally and completely with out merit. They provide horrible service and are totally unresponsive to there customers. In these unsure economic times this type of increase will add to people losing there homes and not paying there bills.

The majorities of people in this area are retirees and can not afford these types of rate hikes. I suggest Arizona un-American water tightens there belts like the rest of us.

Sincerely,

Brian Markowitz / very unhappy constituent

NOTICE MAILED TO THE CUSTOMERS OF MOHAVE WASTEWATER DISTRICT

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UTILITY COMPLAINT FORM

Arizona American Water P 800.383.0834


www.arizonaamwater.com

October 1, 2008

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Thank You,

Jeffery Stuck, Director of Operations, Eastern Division
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/15/08 The following response was mailed to Mr. Markowitz.

October 15, 2008

Brian Markowitz


RE: ARIZONA AMERICAN WATER COMPANY

Dear Mr. Markowitz:

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